MINI BOX

User's Manual

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CHAPTER 1

About This Manual

Welcome to your new mini box™ manual. This manual covers everything you need to know about setting up your mini box and using the mini box guide:

- Installing and Activating Your mini box
- Using the Remote Control
- Tuning to Programs
- Displaying the Info and Channel Banners
- Launching and Using the Guide
- Using Parental Controls
- Changing Other Settings
- Common Error Messages

CHAPTER 2

Installing and Activating Your mini box

Follow these steps to connect and activate your new mini box.

CONNECTING YOUR MINI BOX

1. Connect the mini box to the cable outlet by disconnecting the cable from the back of the TV and connecting it to the back of the mini box.
2. Connect the mini box to your TV.

   If you have a Standard Definition TV:

   - Use the coaxial cable in your installation kit. Connect one end of the cable to back of the mini box and the other end to the “Cable In/RF In” input on the back of your TV.

   If you have a High-Definition TV:

   - Use the HDMI cable in your installation kit. Connect one end of the HDMI cable to the back of the mini box and the other end to the HDMI port on the back of your TV.
3. Plug in your mini box.

   - Connect the power cord to the back of your mini box and then plug the other end into a power outlet or surge protector.
4. Turn on your TV.

   If you have a Standard Definition TV:

   - Turn on your TV and tune it to channel 3 or 4.

   If you have a High-Definition TV:

   - Turn on your TV and make sure your TV’s input is set to HDMI
5. Complete the mini box Activation Process.

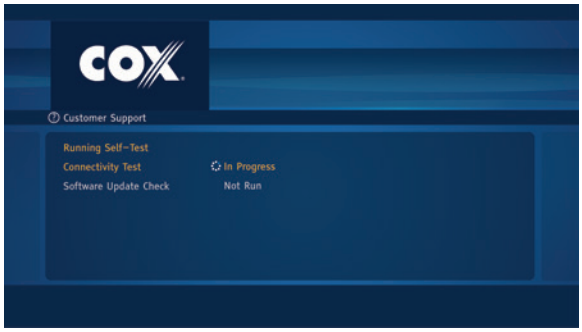
   - The mini box Activation Process will begin automatically with a self-check of the mini box. You will not need to take action during the Activation Process unless troubleshooting is needed. This is a good time to put batteries in your remote control.

ACTIVATING YOUR MINI BOX

Your mini box begins activating as soon as you plug in the mini box. You can follow the Activation Process on-screen but you won't need to take any action unless there are problems.

The first thing you see when activation begins is the Welcome Screen. You can use the time while your mini box is being activated to program your remote control so you're ready to go when activation is completed.

After the Welcome Screen displays, your mini box will perform a self-test to check for connectivity and for any necessary software updates.



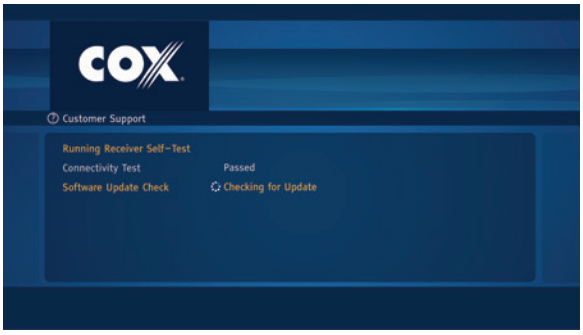
THE CONNECTIVITY TEST

The Connectivity Test checks to make sure that your mini box can connect to Cox's servers. If your mini box cannot connect to the servers, a message displays asking you to check your connections. Using the self-install instructions, check the back of your mini box and your wall outlet to ensure your mini box is connected correctly and that all cables are secure. Once you've checked your connections, press SELECT on your remote control to retry the Connectivity Test.

If the Connectivity Test fails a second time, call Cox Customer Support for assistance.

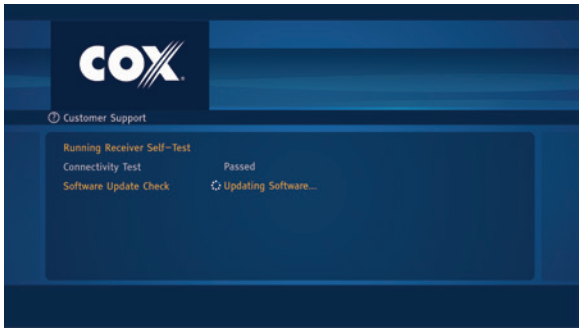
SOFTWARE UPDATE CHECK

After a successful Connectivity Test, the Self-Test checks to see if there are any software updates available for the mini box.

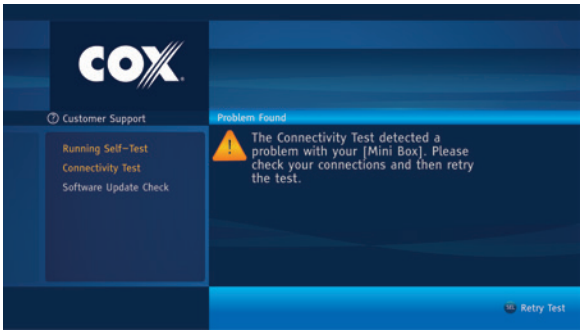


If a software update is detected, the update is downloaded and installed. The mini box automatically reboots after the software update has been installed.

Once the mini box has rebooted, the Activation Process continues automatically.



If no software update is needed, then the Self-Test completes and the Activation Process continues automatically.



MINI BOX ACTIVATION

Once the Self-Test is complete your mini box automatically begins activating.

When activation is complete, your mini box is tuned to the first channel in the channel lineup. You're ready to watch TV!

Note: You may want to program your remote control to control your TV now. Follow the simple instructions on the back of your remote to program it.

CHAPTER 3

Program Guide Overview

Welcome to your new Program Guide. The simple guide navigation makes it easier to find the programming you want when you want it.

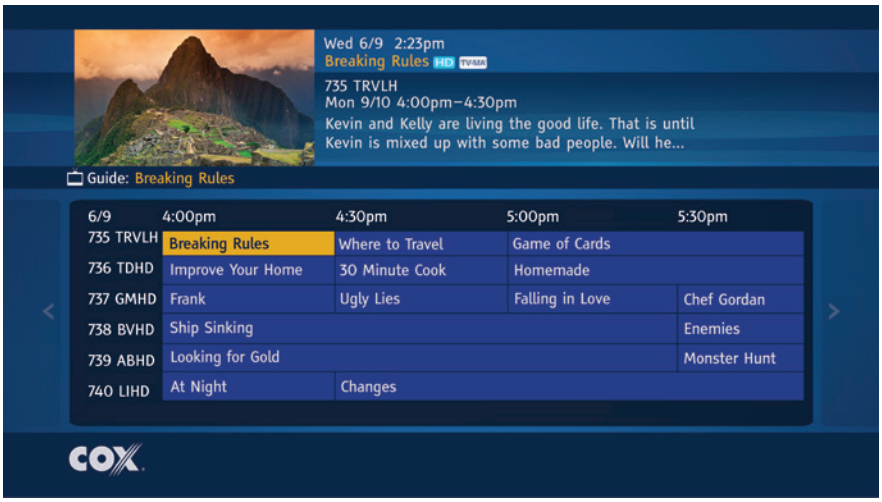
The starting point for everything in the Program Guide is the **Main Menu**, which is launched by pressing the MENU button. From there, you can browse the TV listings, change your settings or see the Customer Support options.

Once in the Program Guide, navigating your choices is as simple as pressing the UP, DOWN, LEFT and RIGHT arrows.

You can get to TV listings without going through the Main Menu by pressing the GUIDE shortcut key on the remote control. You can also browse channel listings without leaving the show you are watching by pressing the INFO button on the remote control. An **INFO Banner** will appear across the bottom of the screen that lets you find out what is playing on other channels or later in the day. Simply press the UP, DOWN, LEFT and RIGHT arrows to navigate. For more information on INFO Banners, see *View Basic Program Information in "Chapter 4: Getting Started."*

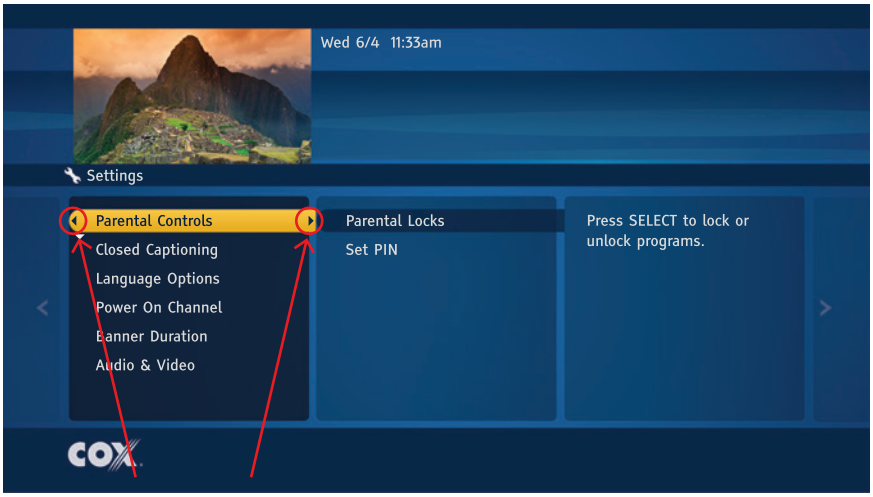
NAVIGATION

When in the Guide, use the UP or DOWN arrows or the CHANNEL UP or CHANNEL DOWN buttons to scroll through the listings.



Press the arrow keys on the remote to navigate through the Guide.

On the Settings and Customer Support menus, arrows in the yellow highlight bar let you know that you can move up or down in the list, and right or left between cards. Use the UP and DOWN arrows to scroll through lists and the RIGHT and LEFT arrows to move between cards.



Arrows on and around the highlight bar show when you can move up and down as well as right and left between cards.

An actionable item has a SELECT button at the end of the highlight bar. An icon or black dot indicates the selected choice.

When an item is actionable — such as changing a setting — the right end of the yellow highlight bar will show a SEL button. Press SELECT to confirm, or press UP or DOWN arrows to move to the next choice in the list. A black dot or icon appears at the right end of the yellow highlight bar when SELECT is pressed, indicating your choice has been registered.

ABOUT THE REMOTE CONTROL

The image below shows the Cox remote and highlights the buttons that are discussed in this manual. Your remote control may appear different, but button functions remain the same.

POWER
Turn on or off the television

GUIDE
Open the guide with one press

SELECT
Select the highlighted item

ZOOM
Zoom and stretch video

CC
Turn on or off closed captions

LAST
Returns to the last channel or the previous screen

COX MENU
One-touch access to the Main Menu

INFO
Get more information about programs

ARROW KEYS
Moves the highlight

EXIT
Exit the current screen

PG/CH UP/DN
In the Guide, scroll up or down one page. When viewing TV, move to next or previous channel

NUMBER PAD
Enter channel numbers and PIN directly with the remote control

CHAPTER

4

Getting Started

This chapter discusses how to watch live television, learn more about the program you are watching, change channels and open the Main Menu.

WATCH LIVE TELEVISION

With your television and mini box turned on, use the number (0–9) buttons to tune directly to a channel. Press SELECT to go directly to the channel. Otherwise, the desired channel will tune in a second or two.

CHANGE CHANNELS

Tune to different channels by pressing the CHANNEL UP or CHANNEL DOWN button. You can also tune to different channels using the number (0–9) buttons.

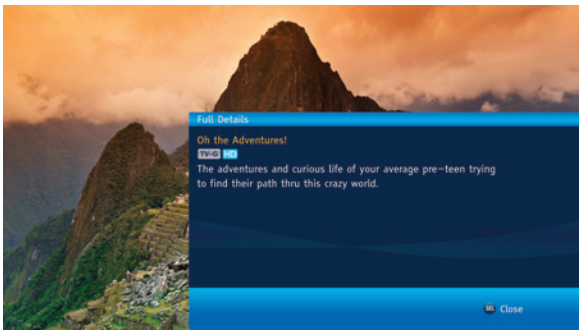
VIEW BASIC PROGRAM INFORMATION

Press the INFO button once to see basic information about the current program. A Channel Banner appears at the bottom of the screen with the program title, a brief description of the program, its start and end time, program rating information, channel number, and time/date information. Program Guide symbols such as the show's rating also display.

Press the Info button once to see basic information about a show.

VIEW DETAILED PROGRAM INFORMATION

You can see extended program information by pressing the INFO button a second time.



Press the Info button a second time to see full details.

OPEN THE MAIN MENU

The Main Menu is the starting point for using the Program Guide to find programs and set personal preferences. There are several ways to open the Main Menu:

- Press the MENU button.
- Press the RIGHT arrow.
- Press the LEFT arrow.

Press EXIT, the MENU button again or the LEFT arrow to close the Main Menu.

The Main Menu.

CHAPTER

5

The Guide

The Program Guide is simple, consistent and easy to navigate, making it easier for you to find and tune in to your favorite television shows.

This chapter introduces you to the Program Guide and discusses different ways to find the channels and programs that interest you.

The main sections in this chapter are:

- Using the Guide
- INFO and Channel Banners

USING THE GUIDE

LAUNCH THE GUIDE

There are two ways to access the Guide.

The first is to simply press the GUIDE button. It takes you directly to the main Guide display that shows information about available channels, programs and short program descriptions.

The second way to open the Guide is through the Main Menu. To access the Main Menu, press the MENU button on your remote.

Once the Main Menu has appeared, use the UP or DOWN arrows to move the highlight bar to Guide and press the SELECT button or RIGHT arrow to call up the Guide.

Access the guide two ways: from the Main Menu or by pressing the GUIDE button.

USE THE GUIDE TO FIND AVAILABLE PROGRAMS

You can navigate the programs in the Guide by using the remote's arrow keys to move the yellow highlight bar.

- Press the UP or DOWN arrow to move the highlight bar up or down from one channel to another in the Guide.
- Press the CH UP or CH DOWN arrow to move the highlight bar up or down one screen in the Guide.

To select a program, press the SELECT button. The Guide closes and your TV is tuned to either the highlighted program or — if the program has not yet begun airing — to the channel on which the program airs.

GET MORE INFORMATION

If you would like to see more information about a highlighted program, press the INFO button on your remote. The Full Details dialogue box displays for the highlighted program. It shows the program title, a brief description of the program, its start and end time, program rating information, channel number, and time/date information. Program Guide symbols are also displayed.

Press the SELECT button to close Full Details and return to the Program Guide.

WATCH A PROGRAM OR CHANNEL

You can simply press the SELECT button on a currently airing program to start watching it immediately. If the highlighted program airs in the future, pressing SELECT will tune to the channel on which the program will air.

SCROLL THROUGH THE GUIDE

To scroll through channels or programs, press the UP or DOWN arrow to move the highlight bar up or down one item in the list.

Press the CH + or CH - arrows to move the highlight bar up or down one screen in the list.

EXIT THE GUIDE

You can exit the Guide by either pressing EXIT to return to live TV or by using the LEFT arrow to navigate back to the Main Menu.

ABOUT THE INFO BANNER

The Info Banner shows information about the program you are currently watching. You can also browse listings and tune to different channels with the Info Banner.

INFO BANNER ON CHANNEL CHANGE

The Info Banner automatically appears at the bottom of your screen when you tune to a channel. The Info Banner will show the program title, a brief description of the program, its start and end time, program rating information, channel number, and time/date information. Program Guide symbols may also display.

The Info Banner gives you a short description of the program you are watching. If you call up the Info Banner while watching live TV, you can also navigate to a new channel or scroll through upcoming programs on the current channel.

INFO BANNER WHILE WATCHING LIVE TELEVISION

You can call up the Info Banner in the middle of a program by pressing the INFO button. While the Info Banner shows the same information as Channel Banners, the Info Banner also allows you to view program listings while watching your program on the full screen.

Press the INFO button a second time to show the complete program description.

SWITCH PROGRAMS FROM THE INFO BANNER

Press the RIGHT and LEFT arrows to browse programs carried by the channel but shown at different times of the day. Pressing SELECT will tune to the program displayed if it is currently airing. If it is not, pressing SELECT will tune to the current program on that channel.

CHANGE CHANNELS FROM THE INFO BANNER

You can browse different channels using the UP and DOWN arrows. Press SELECT to tune the television to the channel displayed on the Info Banner.

CLOSE THE INFO BANNER

After the Info Banner has been idle for a few seconds, it will disappear. You can also press the EXIT button to close the Info Banner.

SERVICE MESSAGES

You may occasionally see an on-screen message saying that a channel is temporarily unavailable. Press the SELECT button on your remote control to acknowledge the message and then press the GUIDE button to return to the Program Guide to select another channel. You can also press LAST to return to the last channel you were watching.

BANNER ICONS

There are a number of different icons you may see on an Info or Channel Banner. This table tells you what each one means.

ICON	DESCRIPTION
	This program is in stereo.
	This is a first-run program.
	This program has been locked. See Parental Controls for more information.
	This program has been unlocked. See Parental Controls for more information.
	This program is available in high definition.
	Television content ratings.
	Movie ratings.
	This is a live program.
	Closed Captioning is available for this program.
	This program is available in Spanish via the SAP setting.

CHAPTER 6

Settings

The Settings Menu offers a variety of choices for customizing your TV viewing experience. This chapter discusses important settings information including setting Parental Controls, turning on Closed Captioning and changing other technical settings to better suit your needs.

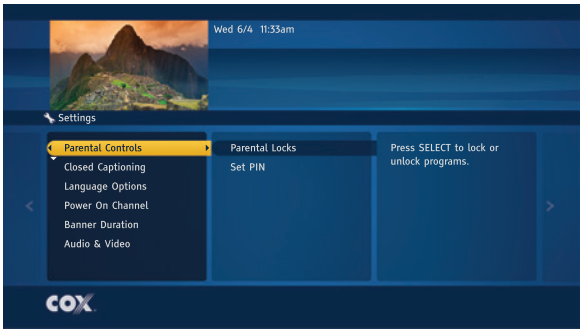
You can launch the Settings Menu by opening the Main Menu using the MENU button or the LEFT or RIGHT arrow. Use the UP or DOWN arrow to highlight Settings and then press SELECT.

The main sections in this chapter are:

- Parental Controls and Program Ratings
- Closed Captioning
- Language Options
- Power On Channel
- Banner Duration
- Audio and Video Settings

PARENTAL CONTROLS AND PROGRAM RATINGS

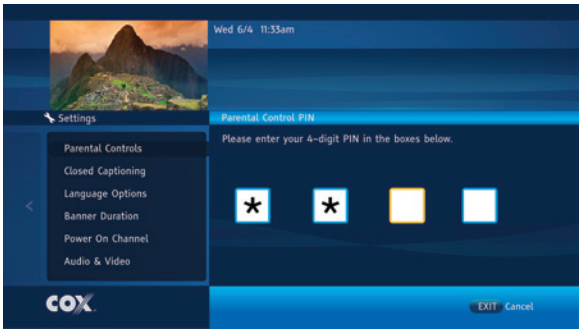
Parental Controls let you control who watches certain TV programs. You can lock programs and channels so they cannot be viewed without the Parental Control PIN.



Parental Controls appears in the left screen when you open the Settings Menu.

SET A PARENTAL CONTROL PIN

To set a Parental Control PIN, begin at the Settings Menu:



Use the keypad (numbers 0–9) to set your Parental Control PIN.

1. Make sure Parental Controls is highlighted.
2. Press the RIGHT arrow or SELECT button to open the Parental Controls Menu.
3. Use the UP or DOWN arrow to highlight Set PIN, then press SELECT. A dialog box will ask you to set up a Parental Control PIN.
4. Use the number keys (0–9) on the remote control to set a four-digit PIN. The system will then ask you to re-enter your PIN.
5. You see a confirmation message indicating that your PIN has been set. Press SELECT to clear the message.

If you forget your PIN number, you can call Cox Customer Service to reset it.

EDIT PARENTAL CONTROL PIN

When a Parental Control PIN is in place, the action item will change from "Set PIN" to "Edit PIN." To change your Parental Control PIN, begin at the Settings Menu:

1. Make sure Parental Controls is highlighted.
2. Press the RIGHT arrow or SELECT button to open the Parental Controls Menu.
3. Use the UP or DOWN arrow to highlight Edit PIN.
4. Press the RIGHT arrow or SELECT button to open the PIN dialog box.

5. Enter your current four-digit PIN.
6. Enter your new four-digit PIN.
7. Confirm your new four-digit PIN.
8. Press SELECT to close the confirmation message.

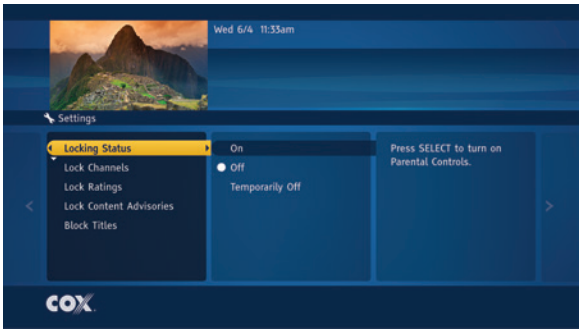
RESTRICT ACCESS TO PROGRAMMING

The Program Guide lets you restrict access to programming several different ways. Setting Locking Status is the first step to turning on Parental Controls.

Begin at the Settings Menu:

1. Make sure Parental Controls is highlighted.
2. Press the RIGHT arrow or SELECT button to open the Parental Controls Menu.
3. Use the UP or DOWN arrow to move the highlight bar to Parental Locks. Press the RIGHT arrow or SELECT button to edit the lock settings.

   A new set of cards will appear, with the highlight bar on Locking Status in the left card.
4. Press the SELECT button or RIGHT arrow to shift the focus and highlight bar to the center card.
5. Use the UP or DOWN arrow to highlight On and press SELECT.



Use the RIGHT arrow to reach the Locking Status Options card in the center of the screen. Select On to begin locking programs.

Whenever there is a request to change Locking Status or any of the Parental Controls, a dialogue box will appear asking you to enter the four-digit PIN. It will happen only once, triggered by the first change request. This allows you to easily change multiple settings during any single visit to Parental Controls.

6. Use the LEFT arrow to return to Locking Status or press EXIT to close Settings.

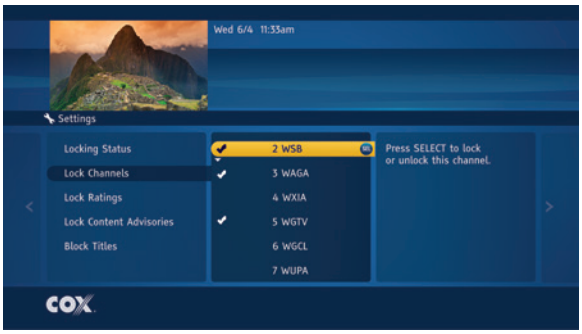
TEMPORARILY UNLOCK

Parental Controls lets you open all locked channels for a short period of time. The Temporarily Off function, found under Locking Status, opens all locks as long as the remote control is active. If the remote is inactive for five consecutive hours, then all locks are automatically restored.

LOCK CHANNELS

After turning on Parental Controls, you have a number of different ways to restrict access to programming, including by channel, by ratings and by content advisories.

Begin at the Settings Menu:



Use the UP or DOWN arrow to highlight the channel and then press SELECT.

1. Make sure Parental Controls is highlighted.
2. Press the RIGHT arrow or SELECT button to open the Parental Controls Menu.
3. Use the UP or DOWN arrow to move the highlight bar to Parental Locks. Press the RIGHT arrow or SELECT button to edit the lock settings.
4. Use the UP or DOWN arrow to highlight Lock Channels. Press the RIGHT arrow or SELECT to choose this option.
5. Use the UP and DOWN arrows to highlight channels that you want to lock. Alternatively, you can simply enter the channel number using the number (0–9) keys. Press SELECT to lock the highlighted channel.
6. Use the UP or DOWN arrow to select additional channels. Press SELECT to lock each additional channel.
7. Press the LEFT arrow to return to the Parental Controls Menu or press EXIT to return to live television.

LOCK RATINGS

To restrict access to movies and television programs that carry a certain rating, begin at the Settings Menu:

Use the UP or DOWN arrow to highlight the rating and then press SELECT.

1. Make sure Parental Controls is highlighted.
2. Press the RIGHT arrow or SELECT button to open the Parental Controls Menu.
3. Use the UP or DOWN arrow to move the highlight bar to Parental Locks. Press the RIGHT arrow or SELECT button to edit the lock settings.
4. Use the UP or DOWN arrow to highlight Lock Ratings. Press the RIGHT arrow or SELECT button.
5. Use the UP and DOWN arrows to highlight specific ratings that you want to block. Press SELECT to lock that option.
6. Use the UP or DOWN arrow to select additional ratings. Press SELECT to lock each additional rating.
7. Press the LEFT arrow to return to the Parental Controls Menu or press EXIT to return to live television.

LOCK CONTENT ADVISORIES

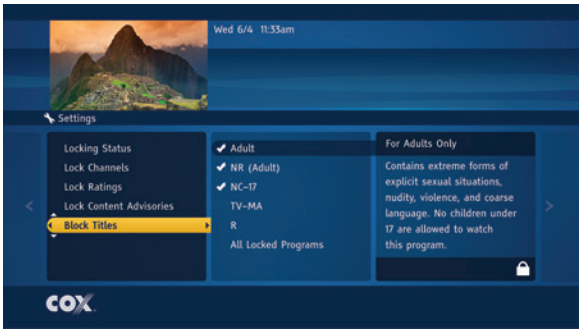
To restrict access to movies and television programs that contain certain types of content, begin at the Settings Menu:

1. Make sure Parental Controls is highlighted.
2. Press the RIGHT arrow or SELECT button to open the Parental Controls Menu.
3. Use the UP or DOWN arrow to move the highlight bar to Parental Locks. Press the RIGHT arrow or SELECT button to edit the lock settings.
4. Use the UP or DOWN arrow to highlight Lock Content Advisories. Press the RIGHT arrow or SELECT button.
5. Use the UP and DOWN arrows to highlight a content advisory category that you want to block. Press the RIGHT arrow to select a specific type of content advisory you wish to lock.
6. Press SELECT to lock the highlighted content advisory.
7. Use the UP or DOWN arrow to select additional content advisories. Press SELECT to lock each additional one.
8. Press the LEFT arrow to return to the content advisory categories and select an additional category you wish to restrict.
9. When you are finished selecting content advisories to lock, press the LEFT arrow to return to the Parental Controls Menu or press EXIT to return to live television.

BLOCK TITLES

Choosing Block Titles will hide the title and description of programs that have been locked. This is useful because some titles and descriptions may include suggestive or inappropriate language.

To use Block Titles, begin at the Settings Menu:

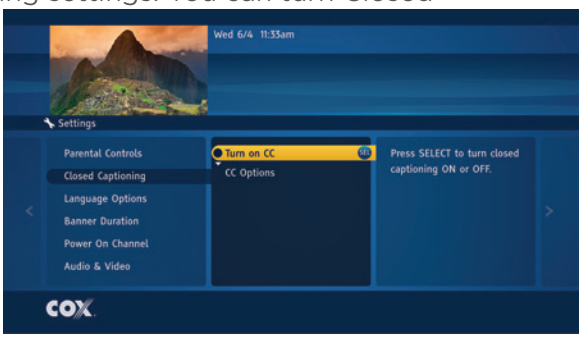


Use the UP or DOWN arrow to select a rating, and then press SELECT to confirm.

1. Make sure Parental Controls is highlighted.
2. Press the RIGHT arrow or SELECT button to open the Parental Controls Menu.
3. Use the UP or DOWN arrow to move the highlight bar to Block Titles. Press the RIGHT arrrow or SELECT button to edit these options.
4. Use the UP and DOWN arrows to choose a program rating level and press SELECT to block titles and descriptions for programs at that rating and higher. Alternatively, highlight All Locked Programs to block titles of all locked programs, then press SELECT.
5. Press the LEFT arrow twice to return to the Parental Controls Menu or press EXIT to return to live television.

CLOSED CAPTIONING

The Program Guide lets you adjust Closed Captioning settings. You can turn Closed Captioning on or off, and you can customize how your Closed Captions look.



Press SELECT to turn on Closed Captioning.

SET CLOSED CAPTIONING STATUS

To turn Closed Captioning on, begin at the Settings Menu:

1. With the highlight bar on Closed Captioning, press the RIGHT arrow or SELECT to move the highlight bar to the options in the center card.
2. Use the UP or DOWN arrow to highlight Turn on CC. Press SELECT.

   Closed Captions immediately display. At this point, you can adjust the Closed Captioning options.
3. Press the LEFT arrow to return to the Settings Menu or press EXIT to return to live television.

CLOSED CAPTIONING OPTIONS

Closed Captioning options are set from the CC Options Menu. To access the CC Options Menu:

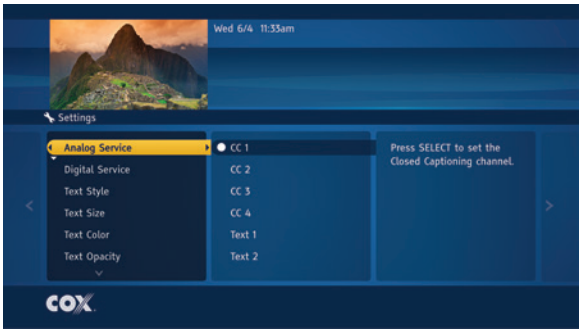
1. With the highlight bar on Closed Captioning, press the RIGHT arrow or SELECT to move the highlight bar to the options in the center card.
2. Use the UP or DOWN arrow to highlight CC Options. Press SELECT. (Note: Closed Captioning must be turned on in order to access CC Options.)

Once Closed Captioning is turned on, press SELECT to access the CC Options Menu.

SET ANALOG SERVICE

To choose a Closed Captioning service for analog stations, begin at the Closed Captioning Menu:

1. Use the UP or DOWN arrow to highlight Analog Service. Press the RIGHT arrow or SELECT button to move to the options in the center card.
2. Use the UP or DOWN arrow to highlight the appropriate option. Press SELECT to confirm your choice.
3. Press the LEFT arrow to return to the Closed Captioning Menu or press EXIT to return to live television.

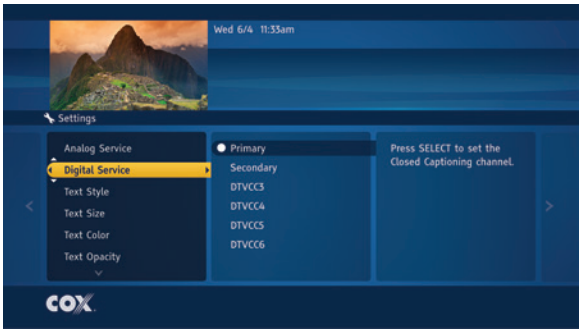


Use the UP or DOWN arrow to highlight Analog Service and then press SELECT to move the highlight bar to the options list.

SET DIGITAL SERVICE

To choose a Closed Captioning service for digital stations, begin at the Closed Captioning Menu:

1. Use the UP or DOWN arrow to highlight Digital Service. Press the RIGHT arrow or SELECT button to move to the options in the center card.
2. Use the UP or DOWN arrow to highlight the appropriate option. Press SELECT to confirm your choice.
3. Press the LEFT arrow to return to the Closed Captioning Menu or press EXIT to return to live television.

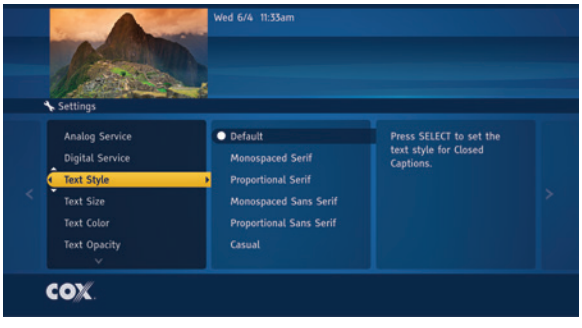


Use the UP or DOWN arrow to highlight Digital Service and then press SELECT to move the highlight bar to the options list.

SET TEXT STYLE

To change the appearance of Closed Captioning text style for digital programming, begin at the Closed Captioning Menu:

1. Use the UP or DOWN arrow to highlight Text Style. Press the RIGHT arrow or SELECT button to move to the options in the center card.
2. Use the UP or DOWN arrow to highlight the appropriate option. Press SELECT to confirm your choice.
3. Press the LEFT arrow to return to the Closed Captioning Menu or press EXIT to return to live television.

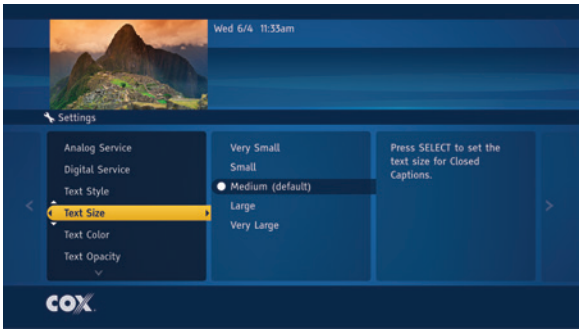


Use the UP or DOWN arrow to highlight Text Style and then press SELECT to move the highlight bar to the options list.

SET TEXT SIZE

To change the appearance of Closed Captioning text size for digital programming, begin at the Closed Captioning Menu:

1. Use the UP or DOWN arrow to highlight Text Size. Press the RIGHT arrow or SELECT button to move to the options in the center card.
2. Use the UP or DOWN arrow to highlight the appropriate option. Press SELECT to confirm your choice.
3. Press the LEFT arrow to return to the Closed Captioning Menu or press EXIT to return to live television.

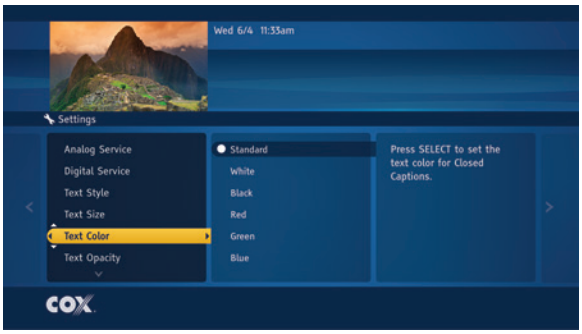


Use the UP or DOWN arrow to highlight Text Size and then press SELECT to move the highlight bar to the options list.

SET TEXT COLOR

To change the appearance of Closed Captioning text color for digital programming, begin at the Closed Captioning Menu:

1. Use the UP or DOWN arrow to highlight Text Color. Press the RIGHT arrow or SELECT button to move to the options in the center card.
2. Use the UP or DOWN arrow to highlight the appropriate option. Press SELECT to confirm your choice.
3. Press the LEFT arrow to return to the Closed Captioning Menu or press EXIT to return to live television.

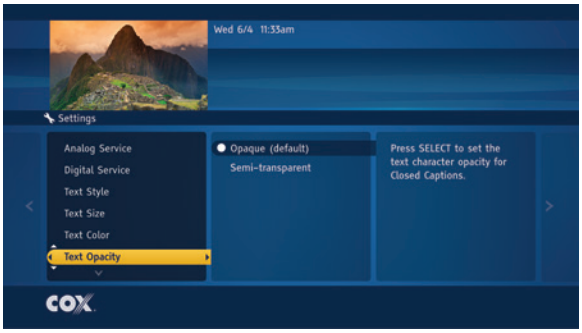


Use the UP or DOWN arrow to highlight Text Color and then press SELECT to move the highlight bar to the options list.

SET TEXT OPACITY

To change the opacity of the Closed Captioning text for digital programming, begin at the Closed Captioning Menu:

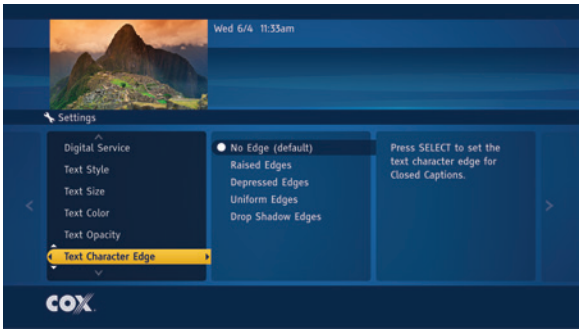
1. Use the UP or DOWN arrow to highlight Text Opacity. Press the RIGHT arrow or SELECT button to move to the options in the center card.
2. Use the UP or DOWN arrow to highlight the appropriate option. Press SELECT to confirm your choice.
3. Press the LEFT arrow to return to the Closed Captioning Menu or press EXIT to return to live television.



Use the UP or DOWN arrow to highlight Text Opacity and then press SELECT to move the highlight bar to the options list.

SET TEXT CHARACTER EDGE

To change the character edge attributes such as no edge attribute, raised edges, depressed edges, uniform edges, and drop-shadowed edges of the Closed Captioning text for digital programming, begin at the Closed Captioning Menu:

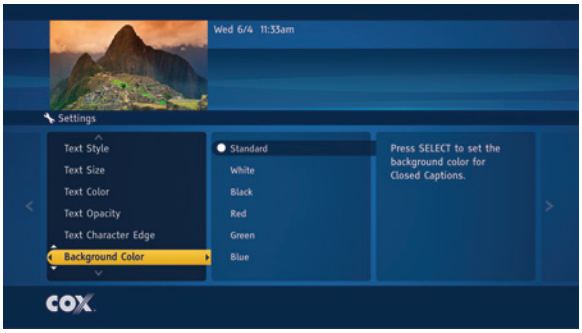


Use the UP or DOWN arrow to highlight Text Character Edge and then press SELECT to move the highlight bar to the options list.

1. Use the UP or DOWN arrow to highlight Text Character Edge. Press the RIGHT arrow or SELECT button to move to the options in the center card.
2. Use the UP or DOWN arrow to highlight the appropriate option. Press SELECT to confirm your choice.
3. Press the LEFT arrow to return to the Closed Captioning Menu or press EXIT to return to live television.

SET BACKGROUND COLOR

To change the color of the Closed Captioning background for digital programming, begin at the Closed Captioning Menu:



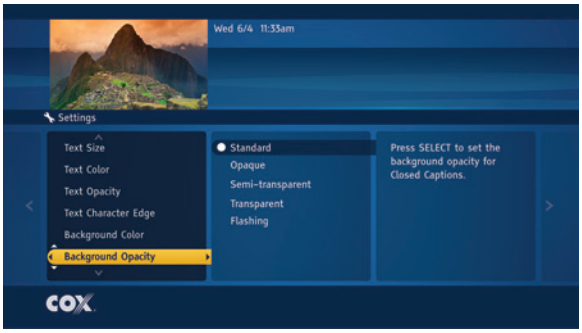
Use the UP or DOWN arrow to highlight Background Color and then press SELECT to move the highlight bar to the options list.

1. Use the UP or DOWN arrow to highlight Background Color. Press the RIGHT arrow or SELECT button to move to the options in the center card.
2. Use the UP or DOWN arrow to highlight the appropriate option. Press SELECT to confirm your choice.
3. Press the LEFT arrow to return to the Closed Captioning Menu or press EXIT to return to live television.

SET BACKGROUND OPACITY

To change the opacity for the Closed Captioning background for digital programming, begin at the Closed Captioning Menu:

1. Use the UP or DOWN arrow to highlight Background Opacity. Press the RIGHT arrow or SELECT button to move to the options in the center card.
2. Use the UP or DOWN arrow to highlight the appropriate option. Press SELECT to confirm your choice.
3. Press the LEFT arrow to return to the Closed Captioning Menu or press EXIT to return to live television.

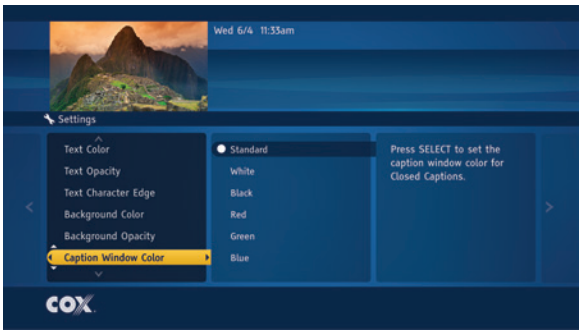


Use the UP or DOWN arrow to highlight Background Opacity and then press SELECT to move the highlight bar to the options list.

SET CLOSED CAPTIONING WINDOW COLOR

To change the color of the Closed Captioning window for digital programming, begin at the Closed Captioning Menu:

1. Use the UP or DOWN arrow to highlight Closed Captioning Window Color. Press the RIGHT arrow or SELECT button to move to the options in the center card.
2. Use the UP or DOWN arrow to highlight the appropriate option. Press SELECT to confirm your choice.
3. Press the LEFT arrow to return to the Closed Captioning Menu or press EXIT to return to live television.

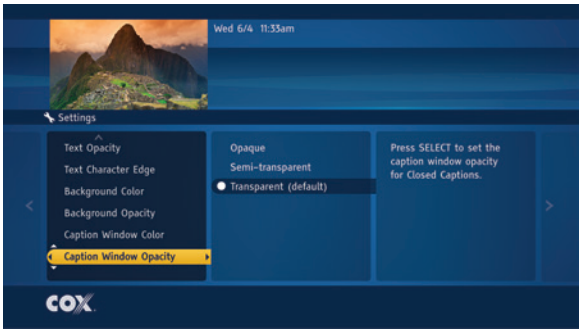


Use the UP or DOWN arrow to highlight Caption Window Color and then press SELECT to move the highlight bar to the options list.

SET CLOSED CAPTIONING WINDOW OPACITY

To change the opacity of the Closed Captioning window for digital programming, begin at the Closed Captioning Menu:

1. Use the UP or DOWN arrow to highlight Closed Captioning Window Opacity. Press the RIGHT arrow or SELECT button to move to the options in the center card.
2. Use the UP or DOWN arrow to highlight the appropriate option. Press SELECT to confirm your choice.
3. Press the LEFT arrow to return to the Closed Captioning Menu or press EXIT to return to live television.



Use the UP or DOWN arrow to highlight Caption Window Opacity and then press SELECT to move the highlight bar to the options list.

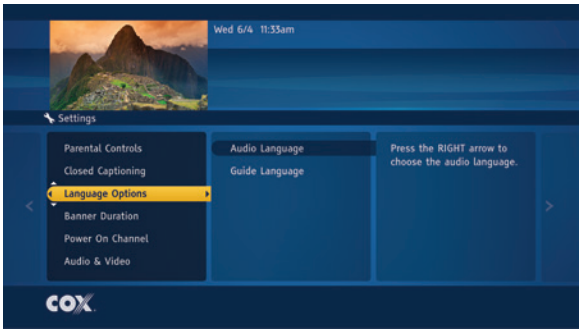
LANGUAGE OPTIONS

You can set two different language options for the Guide:

- You can set the Audio Language to listen to programs with either the Primary (English) or Secondary Audio Programming (if available).
- You can choose to view the Program Guide in either English or Spanish.

To access the Language Options Menu, begin at the Settings Menu:

1. With the highlight bar on Language Options, press the RIGHT arrow or SELECT to move the highlight bar to the options in the center card.



Select Language Options to change the Audio Language or the Guide Language.

SET AUDIO LANGUAGE

This option turns on a secondary audio track for programs that carry the SAP signal. When SAP is available, the program description in the Guide displays the SAP icon.

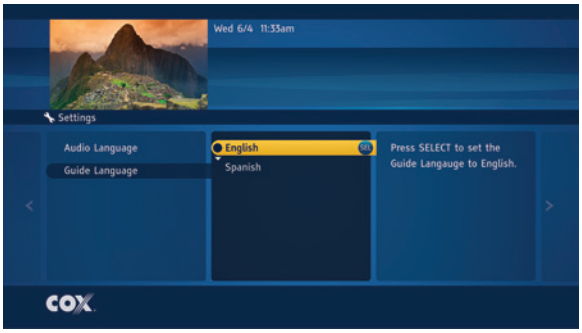
To adjust this setting, begin at the Language Options Menu:

1. With the highlight bar on Audio Language, press the RIGHT arrow or SELECT button to view the options for Audio Language.
2. Use the UP or DOWN arrow to make the appropriate choice. Press SELECT.
3. Press the LEFT arrow to return to the Language Options Menu or press EXIT to return to live television.

SET THE GUIDE LANGUAGE

Begin at the Language Options Menu:

1. With the highlight bar on Guide Language, press the RIGHT arrow or SELECT button to view the options for Guide Language.
2. Use the UP or DOWN arrow to highlight the appropriate option. Press SELECT.
3. Press the LEFT arrow to return to the Language Options Menu or press EXIT to return to live television.



Guide Language allows you to change the language of your Guide from English to Spanish and vice versa.

BANNER DURATION

You can change the amount of time that Info Banners are displayed.

To edit Banner duration, begin at the Settings Menu:

1. Use the UP or DOWN arrow to highlight Banner Duration. Press the RIGHT arrow or SELECT button to move the highlight to the center card.
2. Use the UP or DOWN arrow to highlight your choice. You can choose short, medium or long banners. Press SELECT.
3. Press the LEFT arrow to return to the Settings Menu or press EXIT to return to live television.

POWER ON CHANNEL

The Program Guide lets you decide which channel will appear each time you turn on your TV.

To set the Power On Channel, begin at the Settings Menu:

1. Use the UP or DOWN arrow to highlight Power On Channel. Press the RIGHT arrow or SELECT button to move the highlight to the channel list in the center card.
2. Use the UP and DOWN arrows to highlight a channel. Alternatively, you can simply enter the channel number using the number (0–9) keys. Press SELECT to confirm.
3. If you wish to manually enter a channel number for the Power On Channel, select Enter Channel and press SELECT. Enter the channel number and press SELECT to set the channel.
4. Press the LEFT arrow to return to the Settings Menu or press EXIT to return to live television.

AUDIO & VIDEO

The Program Guide lets you adjust the Audio & Video settings to provide the best sound and picture quality for your television.

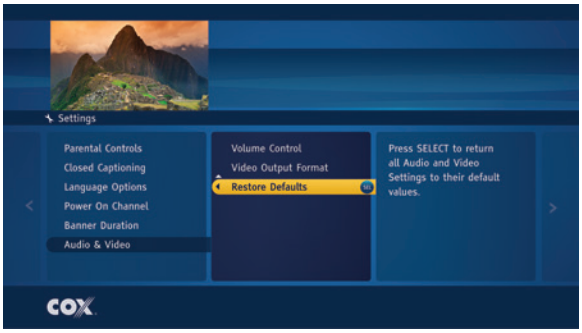
SET VOLUME CONTROL

If you have programmed your mini box remote so that it controls the volume levels by adjusting your TV's volume, then set this control to Fixed. This setting is also appropriate if you control your audio through a stereo or surround-sound receiver.

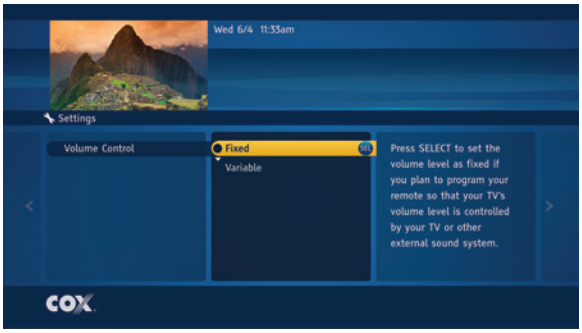
If you have not programmed your remote control to control your TV's volume and instead wish to use the remote to control volume via the mini box, set Volume Control to Variable. This is helpful if you have an older TV that does not have a remote.

Begin at the Settings Menu:

1. Use the UP or DOWN arrows to highlight Audio & Video. Press the RIGHT arrow or SELECT button to highlight Volume Control in the center card.
2. Press the RIGHT arrow or SELECT button to display the Volume Control options.
3. Press the SELECT button to change the Volume Control option.
4. Press the LEFT arrow to return to the Audio & Video menu or press EXIT to return to live television.



Use the UP or DOWN arrow to highlight Audio & Video in the card on the left. Press SELECT to open the Audio & Video Menu.



Press SELECT to change the Volume Level.

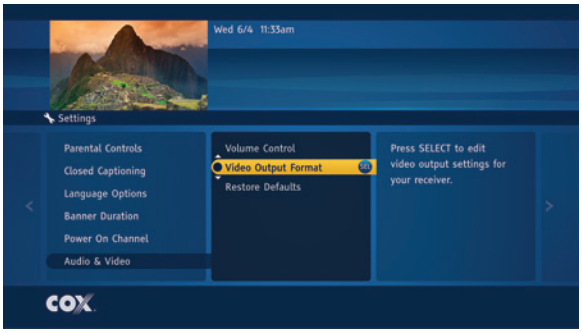
SET VIDEO OUTPUT FORMAT

You can change the video output format to ensure you get the highest-quality picture that your television can display. Please refer to the manufacturer's information for your television to get the proper settings. The resolution options are:

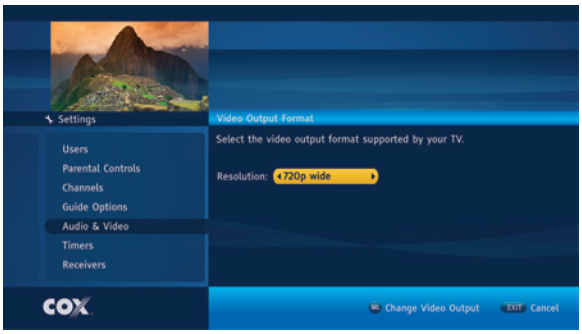
- 1080i Wide
- 720p Wide
- 480p Wide
- 480i Standard

To adjust these settings, begin at the Settings Menu:

1. Use the UP or DOWN arrow to highlight Audio & Video. Press the RIGHT arrow or SELECT button to move to the center card.
2. Use the UP or DOWN arrow to highlight Video Output Format. Press the SELECT button to open the Video Output Format dialogue box. The highlight bar will be on Resolution.
3. Use the LEFT or RIGHT arrow to scroll through the Resolution options. Once you have made your choice, press the SELECT button to select the resolution.
4. Press the SELECT button a second time to confirm the changes.
5. Press EXIT to return to live television.



Use the UP or DOWN arrow to highlight Video Output Format. Press SELECT.



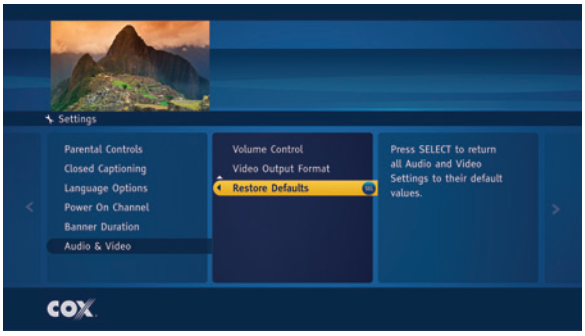
Press the LEFT or RIGHT arrow to change the video resolution setting and then press the SELECT button.

RESTORE AUDIO & VIDEO DEFAULTS

You can easily change your Audio & Video settings back to the default values.

Begin at the Settings Menu:

1. Use the UP or DOWN arrow to highlight Audio & Video. Press the RIGHT arrow or SELECT button to move to the center card.
2. Use the DOWN arrow to highlight Restore Defaults. Press SELECT and a confirmation dialogue displays.
3. Press the SELECT button to restore the defaults for Audio & Video settings or press EXIT to cancel and return to the menu.
4. Press EXIT to return to live television.



Use the UP or DOWN arrow to highlight Restore Defaults. Press SELECT.

Press SELECT to restore Audio & Video defaults.

CHAPTER 7

Customer Support

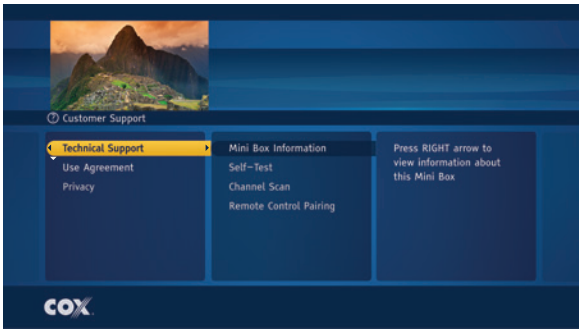
The Program Guide offers a number of Customer Support tools. This chapter discusses the different support services available and how to access them.

ACCESS CUSTOMER SUPPORT

Customer Support is found under the Main Menu. To open the Customer Support Menu:

1. Open the Main Menu using the MENU button on your remote control.
2. Use the UP or DOWN arrow to move the highlight bar to Customer Support. Press SELECT or the RIGHT arrow to open the Customer Service Menu.

TECHNICAL SUPPORT



The Technical Support section of the Customer Support Menu provides options to view your mini box information, run a Self-Test on your mini box or perform a Channel Scan to ensure your mini box is receiving all the channels you can view on the mini box.

Mini Box Information

Occasionally, it will be necessary to look up details about your mini box. To do this, begin at the Technical Support Menu.

1. Use the RIGHT arrow to highlight the Mini Box Information Menu option in the center card.
2. Press SELECT or the RIGHT arrow. A new screen will appear with the serial number of the mini box and other information.
3. Use the LEFT arrow to return to the Technical Support Menu.

SELF-TEST

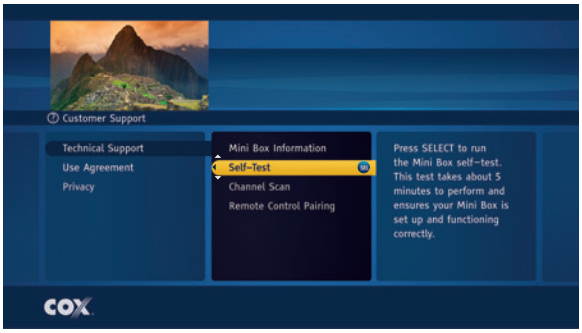
If you experience issues with your mini box, you may be asked by the customer service representative to run the Self-Test. The Self-Test checks for any network or connectivity issues and reports them on the screen. The Self-Test also checks to see whether any software updates are available for the mini box and installs the software update if one is.

To run the Self-Test, begin at the Technical Support Menu.

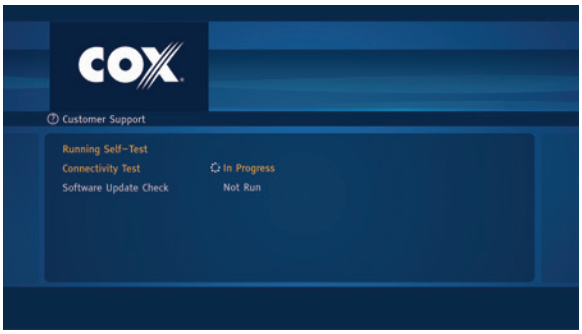
1. Use the RIGHT arrow to move the highlight to Self-Test.
2. Press SELECT to run the Self-Test. A new screen will appear that will display the status of different tests that will be run.

   If any problems are found during the Self-Test, a message appears alerting you about the problem.

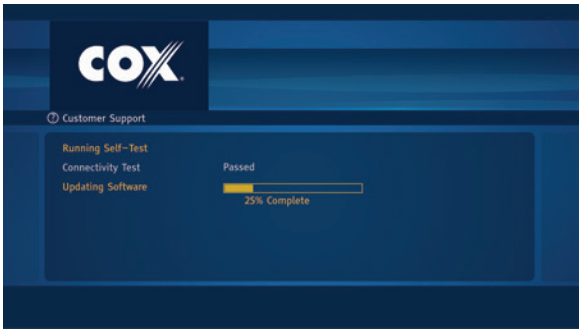
   If a software update is available for the mini box, the update will install. The mini box reboots automatically after installation is complete.
3. If the Self-Test does not find any problems or if there are no software updates needed, a Confirmation Message displays.
4. Press SELECT to close the Confirmation Message and return to live TV.



The mini box Self-Test is a diagnostic test that identifies any network or connectivity issues with your receiver. Highlight mini box Self-Test and press SELECT to run this test.



The Self-Test screen displays the progress of the test.



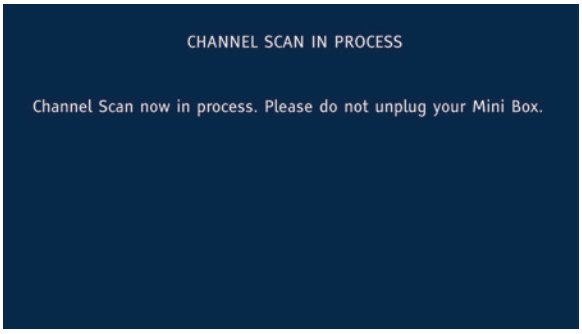
If a software update is available, the update will install, and a progress bar indicates how much of the update is complete.

CHANNEL SCAN

You can run a Channel Scan at any time to have the mini box check to ensure all appropriate channels are being received.

To run the Channel Scan, begin at the Customer Support Menu:

1. Press the RIGHT arrow to move the highlight to Channel Scan.
2. Press SELECT to begin the Channel Scan.



A message displays on-screen during the Channel Scan.

Live TV will not display during a Channel Scan. Instead you will see a message indicating the Channel Scan is in process.

When the Channel Scan is complete, live TV displays and a message appears on the screen indicating the Channel Scan is complete.

3. Press SELECT to close the message and continue watching TV.

VIEW THE USE AGREEMENT

You may review your Use Agreement with Cox at any time.

To do this, begin at the Customer Support Menu:

1. Use the UP or DOWN arrow to highlight Use Agreement and press SELECT or the RIGHT arrow. The agreement will appear in a dialogue box.
2. Use the DOWN arrow to scroll through the information.
3. Press the LEFT arrow to return to the Customer Support Menu options.

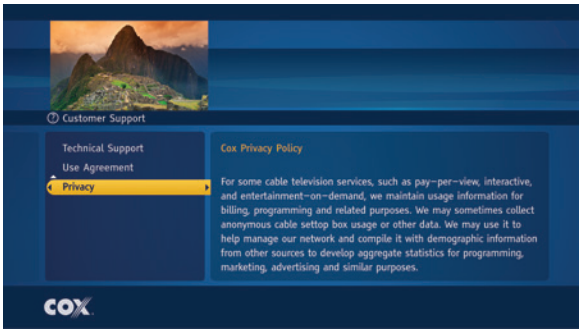
The Use Agreement screen includes details on your cable service agreement with Cox.

VIEW THE COX PRIVACY POLICY

You may review the Cox Privacy Policy at any time.

To do this, begin at the Customer Support Menu:

1. Use the UP or DOWN arrow to highlight Privacy and press SELECT or the RIGHT arrow. The agreement will appear in a dialogue box.
2. Use the DOWN arrow to scroll through the information.
3. Press the LEFT arrow to return to the Customer Support Menu options.



This screen details the Cox Privacy Policy.

CHAPTER

8

Error Messages

Occasionally, you may receive an error message. Sometimes the fix is as simple as waiting a few minutes before trying again. Other times, you may be required to call your local Cox Customer Support representative. The table on the following pages includes the different error messages you may receive. If you are required to call Cox Customer Support, please make a note of the error code as it will help the representative identify the problem faster.

Error Code	Issue	You Should
3.1.3	A subscription is required to view this program. Please contact Cox Customer Support at (866) 961-0416 to subscribe. Reference 3.1.3 when calling.	Contact Cox Customer Support for assistance.
2.1.1	Sorry, we've detected an interruption in your service. Check for loose connections from the wall to the mini box to make sure they are secure. If the problem persists, please contact Cox Customer Support at (866) 961-1207 to restore service. Reference 2.1.1 when calling.	Check the cable from the wall to the mini box and ensure that both ends are connected securely. If they are connected securely and the problem persists, contact Cox Customer Support for assistance.
2.2.1 (Activation)	The Connectivity Test detected a problem with your mini box. Please contact Cox Customer Support at (866) 961-1207 for help in solving this problem. Reference 2.2.1 when calling.	Contact Cox Customer Support for assistance.
2.1.2 (Boot)	Sorry, we've detected an interruption in your service. Check for loose connections from the wall to the mini box to make sure they are secure. If the problem persists, please contact Cox Customer Support at (866) 961-1207 to restore service. Reference 2.1.2 when calling.	Check the cable from the wall to the mini box and ensure that both ends are connected securely. If they are connected securely and the problem persists, contact Cox Customer Support for assistance.
2.2.2 (Activation)	Sorry, we've detected an interruption in your service. Check for loose connections from the wall to the mini box to make sure they are secure. If the problem persists, please contact Cox Customer Support at (866) 961-1207 to restore service. Reference 2.2.2 when calling.	Check the cable from the wall to the mini box and ensure that both ends are connected securely. If they are connected securely and the problem persists, contact Cox Customer Support for assistance.
2.1.3 (Boot)	Sorry, we've detected an interruption in your service. Check for loose connections from the wall to the mini box to make sure they are secure. If the problem persists, please contact Cox Customer Support at (866) 961-1207 to restore service. Reference 2.1.3 when calling.	Check the cable from the wall to the mini box and ensure that both ends are connected securely. If they are connected securely and the problem persists, contact Cox Customer Support for assistance.
2.2.3 (Activation)	Sorry, we've detected an interruption in your service. Check for loose connections from the wall to the mini box to make sure they are secure. If the problem persists, please contact Cox Customer Support at (866) 961-1207 to restore service. Reference 2.2.3 when calling.	Check the cable from the wall to the mini box and ensure that both ends are connected securely. If they are connected securely and the problem persists, contact Cox Customer Support for assistance.
2.2.4 (Activation)	Please activate your mini box. You can activate your mini box online at http://www.cox.com/support or call (866) 961-0416 to begin activation. Reference 2.2.4 when calling.	Activate your mini box over the Internet at http://www.cox.com or contact Cox Customer Support for assistance.
2.2.5 (Activation)	There is a problem with activating your mini box. Please contact Cox Customer Support at (866) 961-1207 for help in solving this problem. Reference 2.2.5 when calling.	Contact Cox Customer Support for assistance.

Error Code	Issue	You Should
2.1.4	Sorry, we've detected an interruption in your service. Check for loose connections from the wall to the mini box to make sure they are secure. If the problem persists, please contact Cox Customer Support at (866) 961-1207 to restore service. Reference 2.1.4 when calling.	Check the cable from the wall to the mini box and ensure that both ends are connected securely. If they are connected securely and the problem persists, contact Cox Customer Support for assistance.
3.1.2	Sorry, there is currently no TV signal detected on this channel. The channel may be temporarily off air. Please try again later. If the problem continues, please contact Cox Customer Support at (866) 961-1207. Reference 3.1.2 when calling. Alternatively, you can press the GUIDE button on your remote control to watch programs on other channels.	Contact Cox Customer Support for assistance.
3.1.3	Sorry, there is currently no TV signal detected on this channel. The channel may be temporarily off air. Please try again later. If the problem continues, please contact Cox Customer Support at (866) 961-1207. Reference 3.1.3 when calling. Alternatively, you can press the GUIDE button on your remote control to watch programs on other channels.	Contact Cox Customer Support for assistance.
3.1.4	Sorry, there is currently no TV signal detected on this channel. The channel may be temporarily off air. Please try again later. If the problem continues, please contact Cox Customer Support at (866) 961-1207. Reference 3.1.4 when calling. Alternatively, you can press the GUIDE button on your remote control to watch programs on other channels.	Contact Cox Customer Support for assistance.
3.1.5	Sorry, there is currently no TV signal detected on this channel. The channel may be temporarily off air. Please try again later. If the problem continues, please contact Cox Customer Support at (866) 961-1207. Reference 3.1.5 when calling. Alternatively, you can press the GUIDE button on your remote control to watch programs on other channels.	Contact Cox Customer Support for assistance.
3.1.6	Sorry, there is currently no TV signal detected on this channel. The channel may be temporarily off air. Please try again later. If the problem continues, please contact Cox Customer Support at (866) 961-1207. Reference 3.1.6 when calling. Alternatively, you can press the GUIDE button on your remote control to watch programs on other channels.	Contact Cox Customer Support for assistance.
4.1.1	Your mini box software update was unable to be installed correctly. Your mini box will now reboot. If you continue to have problems after your mini box reboot, please contact Cox Customer Support at (866) 961-1207 for assistance. Reference 4.1.1 when calling.	Contact Cox Customer Support for assistance.
5.1.1	The mini box check detected a problem. Video cannot be displayed at this time. Please contact Cox Customer Support at (866) 961-1207 for assistance. Reference 5.1.1 when calling.	Contact Cox Customer Support for assistance.
5.1.2	The mini box check detected a problem. Video cannot be displayed at this time. Please contact Cox Customer Support at (866) 961-1207 for assistance. Reference 5.1.2 when calling.	Contact Cox Customer Support for assistance.

Error Code	Issue	You Should
5.1.3	The mini box check detected a problem. Video cannot be displayed at this time. Please contact Cox Customer Support at (866) 961-1207 for assistance. Reference 5.1.3 when calling.	Contact Cox Customer Support for assistance.
5.1.4	The mini box check detected a problem. Video cannot be displayed at this time. Please contact Cox Customer Support at (866) 961-1207 for assistance. Reference 5.1.4 when calling.	Contact Cox Customer Support for assistance.
5.1.5	The mini box check detected a problem. Video cannot be displayed at this time. Please contact Cox Customer Support at (866) 961-1207 for assistance. Reference 5.1.5 when calling.	Contact Cox Customer Support for assistance.
5.1.6	The mini box check detected a problem. Video cannot be displayed at this time. Please contact Cox Customer Support at (866) 961-1207 for assistance. Reference 5.1.6 when calling.	Contact Cox Customer Support for assistance.
5.1.7	The mini box check detected a problem. Video cannot be displayed at this time. Please contact Cox Customer Support at (866) 961-1207 for assistance. Reference 5.1.7 when calling.	Contact Cox Customer Support for assistance.
5.1.8	The mini box check detected a problem. Video cannot be displayed at this time. Please contact Cox Customer Support at (866) 961-1207 for assistance. Reference 5.1.8 when calling.	Contact Cox Customer Support for assistance.
5.1.9	The mini box check detected a problem. Video cannot be displayed at this time. Please contact Cox Customer Support at (866) 961-1207 for assistance. Reference 5.1.9 when calling.	Contact Cox Customer Support for assistance.
5.1.10	The mini box check detected a problem. Video cannot be displayed at this time. Please contact Cox Customer Support at (866) 961-1207 for assistance. Reference 5.1.10 when calling.	Contact Cox Customer Support for assistance.
5.1.11	The mini box check detected a problem. Video cannot be displayed at this time. Please contact Cox Customer Support at (866) 961-1207 for assistance. Reference 5.1.11 when calling.	Contact Cox Customer Support for assistance.

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